Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**	
	Low	**FCR Total**
Labor Commission	54 13	54 13
Customer Company Total	54 13	54 13

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	54 7	54 7
Customer Company Total	54 7	54 7

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents	
	Bottom Number -Average time in hours	
Customer Company	**Low**	**ATTIR Total**
Labor Commission	54 0.39	54 0.39
Customer Company Total	54 0.39	54 0.39

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents **Bottom Number - Missed Resolution**	
Customer Company	**Low**	**MR Total**
Labor Commission	54 4	54 4
Customer Company Total	54 4	54 4

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents **Bottom Number - Average time in hours**	
Customer Company	**Low**	**ATTR Total**
Labor Commission	54 1.46	54 1.46
Customer Company Total	54 1.46	54 1.46

Labor Commission

Detail

INC000000270751	David Lamb	Application	Reporting	None			TIR Missed:	Yes	TIR:	1.11
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	1.11
INC000000271041	Elena Bensor	Application	None	Novell GroupWise			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	Yes	TTR:	9.47
INC000000272857	Bobie Tupou	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000272998	Joy Lawrence	PC/Laptop	Password	None			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	3.05
INC000000273037	Izzy Luna	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.69
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	1.10
INC000000273141	Elena Bensor	Application	Error	Novell GroupWise 32-bit Windov			TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000273145	Daniel Singer	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	TIR:	0.44
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed:	Yes	TTR:	6.35
INC000000273371	Izzy Luna	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.61
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	5.49
INC000000273413	Bobie Tupou	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.15
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	3.16
INC000000273415	David Lamb	Application	Error	None			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000273418	Bobie Tupou	Application	Error	None			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000273430	Richard McMullen	Application	Password	Utah Master Directory			TIR Missed:	No	TIR:	0.55
	Help Desk	Vicky Marrelli	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.96
INC000000273740	Izzy Luna	Application	None	None			TIR Missed:	No	TIR:	0.44
	Metro A Desktop Support	None	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.44
INC000000274305	Heather Gunnarson	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	TIR:	0.94
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.94
INC000000275077	Tonya Gallegos	Application	Error	Novell GroupWise 32-bit Windov			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.69
INC000000275593	Elena Bensor	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low		Closed	TTR Missed:	No	TTR:	0.11

Labor Commission

Incident	User	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000275598	Ami Windham	PC/Laptop	Performance	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	No		No	0.00
INC000000276070	Elena Bensor	Application	Password	PGP			No	0.00		
	Help Desk	Vicky Marrelli	Labor Commission		Low	Closed	No		No	1.56
INC000000277793	Monica Smith-Austen	Application	Reporting	None			No	0.00		
	Metro A Help Desk	Liz Evans	Labor Commission		Low	Closed	No		No	0.00
INC000000278195	Brent Asay	Application	Error	None			No	0.73		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.73
INC000000278591	Kenney Christensen	None	None	None			No	0.00		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.00
INC000000278769	Nancy Boling	Application	Error	None			No	0.13		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.31
INC000000278955	Evelyn S Partner	PC/Laptop	Hardware	None			No	0.90		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.90
INC000000279822	Karen A Williams	Network	Error	Novell Client for 32-bit Windows			No	0.00		
	Metro A Desktop Support	Robert Wall	Labor Commission		Low	Closed	No		No	0.09
INC000000280074	Joy Lawrence	Network	Password	None			No	0.00		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.05
INC000000280287	Nicole Nguyen	None	None	None			No	0.00		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.00
INC000000280457	Elena Bensor	PC/Laptop	None	None			Yes	1.42		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	1.42
INC000000280720	Holly Lawrence	PC/Laptop	Error	None			No	0.00		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	Yes		Yes	7.80
INC000000280789	Karla Rush	None	None	None			No	0.00		
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	No		No	0.00
INC000000281231	Jamie Kittrell	PC/Laptop	Hardware	None			No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	No		No	0.25
INC000000281756	Brian Stewart	Telecom	Voice Mail	None			No	0.07		
	Voice Operations	Kelly Johnson	Labor Commission		Low	Resolved	No		No	0.43
INC000000281943	Ami Windham	Print/Copy/Scan/Fax	Error Code	None			No	0.00		
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	No		No	4.27
INC000000282209	Todd Newman	Network	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro D Help Desk	Doug Brown	Labor Commission		Low	Resolved	No		No	0.00

Labor Commission

INC000000282223	Ami Windham	EIS Hardware	None	None		TIR Missed: No	TIR:	0.91
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	1.08
INC000000282931	Dave Bloomfield	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000283671	James E Johnston	None	None	None		TIR Missed: No	TIR:	0.45
Metro A Desktop Support	Burton Brown	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000283676	Dennis Crenshaw	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000283778	Tonya Gallegos	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000283809	Tonya Gallegos	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	1.54
INC000000283838	Jamie Kittrell	Application	Reporting	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000283945	Aurora Holley	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.46
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	1.49
INC000000284280	Gina Spjut	Application	Reporting	None		TIR Missed: Yes	TIR:	3.03
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	3.03
INC000000284298	Jamie Kittrell	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284491	Rosalee Oakeson	Application	None	None		TIR Missed: No	TIR:	0.20
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000285440	Alan L Hennebold	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.59
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	1.59
INC000000285774	Dennis Crenshaw	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000285827	Hideko Fairbanks	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	4.13
INC000000285927	Tonya Gallegos	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: Yes	TIR:	1.87
Voice/Data/WAN Services	Greg Blessing	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	1.87
INC000000285994	Lorrie Lima	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000286048	David Lamb	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No	TTR:	0.11

Labor Commission

INC000000286821	Terri DeVries	Application	Reporting	None			TIR Missed:	Yes	TIR:	1.64
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.65
INC000000287325	Kirk March	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.09
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Resolved	TTR Missed:	Yes	TTR:	6.14
INC000000287378	Sherrie Hayashi	None	None	None			TIR Missed:	No	TIR:	0.70
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	2.26
INC000000288006	Karla Staker	Application	Password	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.37
	Metro A Help Desk	Ed Conrad	Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.29